CURRICULUM VITAE FOR KNOWLEDGE QINISO ZIKHALI

CONTACT DETAILS

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OBJECTIVES

I am an easy to manage and easy to coach individual, I am able to work well as part of a team and individually. I strongly believe in loyalty, quality assurance and ensuring that I am a valuable asset to the clients. Some of my strongest skills are: leadership, good communication, time keeping, attention to detail, good reading and writing skills.

EXPERIENCE

SPA RECEPTIONIST: 01/10/20219 - 15 /10/2021

SANDTON SUN HOTEL

o Ensure that the spa is running smoothly.

o Record client reservation via face to face, telephone and email.

o Handle spa products sales.

o Deal with monies including cashing up the whole spa.

o Ensure that the spa is clean and ready to take clients.

o Administration duties e.g filling, typing and handling telephone calls.

WAITER: 01 / 07/ 2017 – 26 /09/ 2019

PALAZZO HOTEL AND INTERCONTINENTAL HOTEL JOHANNESBURG SANDTON TOWERS.

o Welcome guests and accompany them to their seats or tables.

o Handling telephone bookings and orders.

o Serving guests with food and beverages.

o Handling monies and speed point machines including cashing up.

o Prepare restaurant functions and events.

SWITCHBOARD OPERATOR: 01/05/2015 – 30 / 10/ 2016
SAXON HOTEL VILLAS AND SPA

o Place telephone calls or arrange conference calls as instructed.

o Perform administrative duties, such as typing, proofreading, accepting orders, scheduling appointments, and sorting mail.

o Contact security staff members when necessary, using radio telephones.

o Keep records of calls placed and charges incurred.

o Record messages, suggesting rewording for clarity and conciseness

ADDITIONAL EXPERIENCE AND TRAINING

o 07/ 04 / 2021 – 11 / 04 / 2021

Name of Institution: Harambee Youth Employment Accelerator

Course Held: Bridging Course Completed an intensive five days' program to instill behaviors needed for the world of work, including attendance, punctuality, positive attitude, energy and curiosity. Training in numeracy, business communications, call center theory and simulation, computer skills and customer service.

o 20/ 02/ 2017- 17 / 02/ 2021

Name of Institution: Production Management Institute of South Africa.

Course Held: Work Readiness Course. I completed a three weeks' work readiness course for sales agents, in a contact center. The course focused a lot on computer skills; Microsoft word, customer service, call center systems simulation and professionalism in the work environment, numeracy and telephone etiquette.

EDUCATIONAL BACKGROUND 2011 MATRIC / GRADE 12

o Accounting

o Business Studies

o Economics

o English (Home languages)

o IsiZulu. (First additional language)

o Life Orientation

REFERENCES

o Mzukisi Mphetha (Sandton Sun Hotel): 079 392 6193

o Thabo Khumalo (Palazzo Hotel): 011 510 300

o Goarge Cohan (Saxon Hotel Villas and Spa): 087 375 7777

o InterContinental Hotel (Company closed down)